IoT Connectivity Support Engagement

Support Required	Channel	What to expect?
Faults, Incidents, Technical	1800 325 220 Press 1 for M2M or IoT Connectivity Press 1 again for M2M Control Centre and quote FNN 'N8894768G' Or alternatively, Use T-Connect to raise an incident	▪ This centre is available 24/7 ▪ We'll give you a reference number and our consultants will work with you to troubleshoot the fault ▪ If unable to resolve on the call, we will refer the fault to the appropriate team for further investigation ▪ We'll contact you via your preferred method of communication with progress updates or if more information is required ▪ You may check the status of your fault via T-Connect or by contacting the centre and quoting your reference number
SIM Order **(Held orders, delivery issues, order enquiries)**	Email m2msimorders@team.telstra.com	▪ Please provide your Order Express number (if you have one) or Jasper account ▪ Your email will be sent to the appropriate team for actioning between Mon - Fri 8am – 6pm local time (Aust) ▪ We'll send you a Telstra Reference Number in response to your email ▪ For follow ups, send us an email with your reference number
Billing Enquiries/Account Updates	Email cobs.m2mbillingsupport@team.telstra.com Or alternatively, Call 1800 243 808	▪ Please provide your account number and the tax invoice or relevant usage period you are enquiring about ▪ Your email will go to our M2M billing team who will investigate and provide an initial response within 2 business days and a reference number ▪ A Billing Enquiries number is available to call (Mon – Fri 8:30am – 5pm), but your query may need to be referred to the M2M billing team for investigation

General